

SUPPLIER MANUAL

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1. Principle

Qualiform Zrt. in order to meet customer expectations, it has implemented and operates an integrated management system that complies with MSZ EN ISO 9001:2015, MSZ EN ISO 14001:2015 and IATF 16949 standards for automotive products, as well as MSZ ISO/IEC 27001:2023 and the automotive TISAX, **NIS2** standard-compliant information security management system.

Qualiform Zrt. MAN, BMW, VW Formel Q, Voith Norm manufacture their products according to the automotive industry and customer requirements.

We also expect compliance with the above automotive industry requirements from our suppliers.

The management of Qualiform Zrt. involves all the company's employees and suppliers in the constant development of this system.

Therefore, Qualiform Zrt. also expects its suppliers to operate a quality and environmental management and information security system that ensures the production of the expected quality product with the application of appropriate environmental factors, ensures the security of business and customer information used and managed during operation, and helps our company compliance as defined in the requirements of the Integrated Management System.

2. Purpose of the Supplier Manual

Supplier Manual to all our suppliers who produce finished and semi-finished products that affect quality and environmental impact.

The purpose of this is for our suppliers to know and understand our expectations regarding our Integrated Management System.

It also aims to help improve the management system of our suppliers who do not yet have a certificate issued by an independent certification organization.

3. General requirements for our suppliers

- Qualiform Zrt. orders only from suppliers that take full responsibility for the quality of their products and the information security of their managed data, and also ensure that they can continuously meet the requirements defined in the contract.
- If the supplier commissions a subcontractor to fulfill the contract, it must ensure that the requirements described in this manual are also fully met by the subcontractor.

- If Qualiform Zrt. deems necessary, the supplier must ensure that the audit of its quality and environmental management system, information security system, and products can be performed by our company's auditors.
- Our suppliers are required to have a quality system that meets the requirements of ISO 9001, but it is also important to meet the criteria of ISO 14001 and ISO/IEC 27001.
- We ask for confirmation from the suppliers that they have read and accepted the supplier manual. Furthermore, it is expected that the products and services to be delivered comply with the applicable legal, regulatory and environmental regulations.
- With regard to working hours, wages and benefits, Qualiform Zrt. and the obligation of all its suppliers to comply with applicable laws, agreements and industry standards.
- Qualiform Zrt. It prepared its sustainability report for 2020, according to which it expects its suppliers to comply with the principles listed below:

Qualiform Zrt. condemns and rejects:

- violence, harassment, discrimination
- fraud, embezzlement, money laundering, corruption, bribery
- insider trading
- political position
- child labor, forced labor, human trafficking.
- violations of fair competition and antitrust regulations

In addition to the Supplier Handbook, the Sustainability Report, Code of Conduct and Qualiform Zrt. The Complaints Policy can also be found on our company's website.

Every two years, our company sends a supplier questionnaire to its key suppliers, which helps us obtain information about our suppliers and serves as a basis for their continuous development.

4. Expectations related to non-certified companies

For those suppliers who do not yet have a certified quality, environmental management and/or information security system - depending on the importance of the delivered product and the size of the supplier - we recommend the ISO 9001, ISO 14001 and/or ISO/IEC 27001 standard management system(s)) and the use of certain elements thereof.

These are:

4.1. Organization

- The supplier should have an organizational chart that clearly records the activities and responsibilities of employees and corporate organizations in relation to quality, environmental protection and information security.
- It must be made aware that all employees of the company are responsible for achieving the set quality, environmental and information security goals.
- In order to develop adequate quality and environmental awareness, as well as information security awareness, there should be planned and documented training.
- Periodic, internal review and continuous development of the management (quality- and environment-focused) system and information security should be regulated.
- Have an appointed representative from the management who has specific authority and responsibility to ensure the implementation and maintenance of the requirements of the quality and environmental management system and the information security management system.

4.2. Quality Planning

- Quality planning must include the methods by which quality is integrated into the design and production processes even before the start of production.
- In order to prevent errors, the supplier must already plan the quality that satisfies Qualiform Zrt during the technical development. expectations.
- The supplier must (if requested by us) use methods such as:
 - statistical process control (SPC),
 - machine and process capability tests,
 - failure mode analysis (FMEA),
 - preparation of quality control plans, etc.
 - Risk analysis when necessary.

4.3. Documentation management

- The supplier must establish a system in order to ensure that only the latest valid specification or drawing is always used.
- For the operation of the supplier and Qualiform Zrt. the data, information, and documents necessary to fulfill your orders for you must be classified from the point of view of confidentiality, so that the security regulations necessary for the level of data protection (for both paper-based and electronic information) are determined and applied. (The appropriate classification categories of data and protection information are: public, internal use, confidential and secret data.)
- The purpose of classifying the documentation and the data and information contained in them into a security class and complying with the data management security regulations assigned to them is to ensure that the data and information are only accessible to those who are authorized to do so, and to avoid data leakage and damage through it, all of your own organization, both Qualiform Zrt. or for its customers.

4.4. Inspection and test instructions

- The supplier must prepare and use written inspection and test instructions detailing the inspection methods, sampling plans and compliance conditions used at all stages of production, from goods inspection to final inspection.

4.5. Measuring and testing devices

- The supplier must have properly maintained measuring and testing equipment with which he can safely perform the tasks of quality control and process control.
- Measuring and testing devices must be clearly identified, regularly authenticated, calibrated and documented. You must have a procedure that stipulates the frequency of calibration of various measuring and testing devices.

4.6. Production

- The production process must be controlled/regulated at all times to prevent errors and reduce changes in production processes. For all production operations, technological specifications / operation plans must be posted at all processing locations.

4.7. Final inspection and tests

- The final inspection must prove the adequacy of the quality of the finished product , with a quality certificate or an equivalent measurement report, the format of which requires separate consultation if necessary (e.g. in the case of first sampling)
- According to the regulations, during the final inspection, the supplier is obliged to take care of the measuring and testing devices and documented procedures necessary for the functional and reliability tests.

4.8. Different quality products

- Products found in any production process that differ from the requirements of the regulation must be identified and stored separately, and mixing must be ensured.
- Quality products that differ from the approved specification are only available to Qualiform Zrt. can be delivered with prior written permission Deviation certificate (na) The application is sent to Qualiform Zrt. It must be sent to your quality management specialist.
- A copy of the prior authorization must be attached to the consignment note of the item.
- In case of complaints, the supplier must have a system that enables the elimination of errors and prevents their repeated occurrence (e.g.: in the case of automotive products: 8D + root analysis).
- Qualiform Zrt. the supplier is sent the Discrepancy certificate (na) if during the inspection of foreign goods a quality discrepancy is found in relation to the product.

4.9. Storage and handling of materials

- The supplier must store and handle the materials in a way that prevents spoilage, mixing and environmental pollution. Data for the clear identification of the product must be placed on the packaging.
- During work, storage and material handling, special attention must be paid to protecting the environment and keeping the environmental load to the lowest possible level.

4.10. Identifying the status of the product

- The supplier must have a documented procedure that ensures verification of the operations and checks performed at any stage of production, from the inspection of the goods to delivery.
- In order to limit possible errors, traceability should be ensured for any operation.

4.11. Notes, minutes

- The supplier must have records and protocols that demonstrate the continuous and effective operation of the management system, as well as the compliance of the products with the prescribed requirements.

4.12. Development of quality and environmental performance

- The supplier must draw up a plan for planned and continuous improvement of their quality indicators and environmental performance.
- The aim of the continuous improvement activity is Qualiform Zrt. meeting your needs at a higher level; there should be a specific technical solution to the comments made.

5. Product manufacturing approval process

In the case of manufacturing a new product or hiring a new supplier, the supplier must approve a sample (First sample) taken at random during the production of the product with Qualiform Zrt.

5.1. First sample order

The requirements for the production, documentation and delivery of the first sample are included in the order.

If the requirements are not clear, the supplier must consult with our company's purchasing, quality and technical departments.

5.2. First sample approval

The first sample is intended to prove the supplier's ability to meet all the quality requirements specified in the order.

The first sample is for a small quantity; usually 5 pieces, which must be checked for each size and requirement according to our expectations. (In the case of a different quantity, this must be specified separately in the order.)

It is a requirement that the first sample be produced with the means (machine, tool, device, technology) and conditions of mass production.

The supplier's duties regarding the first sample:

- Based on the drawings or documentation and specifications received, the supplier must inspect the first samples 100%, the results of which must be submitted to Qualiform Zrt in the agreed format - if necessary, Qualifom Zrt. ensures that.
- The marking referring to the first sample must be clearly indicated on the shipment.

provides the supplier with the first sample and the necessary documentation . you must send it to the quality management department for approval. The certification is carried out by the employees of the Quality Management Department. The Quality Management Group will notify the supplier of the results obtained.

The supplier must send a repeated first sample if a change has occurred: - in the raw material,

- in the construction,
- in technology, or
- in one of the production tools.

The product can only be put into series production after our company's approval!

In case of negative evaluation:

If the product submitted as a sample does not fulfill its intended function and deviates from the specified requirements, the supplier must resubmit the sample in accordance with the sampling rules described above.

If the product submitted as a sample fulfills its function but deviates from the specifications, the deviation must be reported in advance to Qualiform Quality Assurance, provided it is known by the supplier. If the deviation is not known to the supplier, it will be communicated by our company's quality assurance department.

In both cases, a temporary deviation and/or conditional approval may be requested, or – following quality and technical consultation – the deviation may be permanently accepted. Such deviations must be clearly indicated on the sampling documentation.

6. Evidence of serial production

In all cases, the supplier must send the documents and records necessary for our company in the manner and form specified in the contract.

These documents must be certified by the responsible persons on the supplier's side with their signatures.

7. Evaluation of suppliers

Qualiform Zrt. assesses, qualifies and ranks all your potential suppliers. A new supplier can only be added *to the list of Accepted suppliers* after proper qualification . When purchasing, our company gives preference to suppliers who have reached a higher rating category, and those whose production (service) system has documented environmental impacts, and who set and implement targets for improving their significant environmental factors.

The following sources of information can serve as the basis for the rating:

- Supplier questionnaire,
- Experience of on-site audits,

- Evaluation of supplier quality performance (annually) based on the results of foreign goods inspection of received products,
- Quality of services based on the level of services.
- If the supplier is a certified company, this automatically determines the initial rating ("A" class classification).

If suppliers are evaluated in **ppm**, it is part of a separate agreement (quality agreement) - including delivery accuracy!

We inform our suppliers about the results of the regular certification. We expect our suppliers to study the index numbers of the evaluations sent, perform an analysis and take corrective measures for continuous improvement.

The initial ppm results should be set to a decreasing trend annually in consultation with the supplier. The final ppm specifications are determined depending on the importance of the supplied product and the development possibilities of the supplier company.